

E-01345A-08-0172

ORIGINAL



ARIZONA CORPORATION COMMIS

0000097860

UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 81171

Date: 8/13/2009

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Doug Last: Hiserodt

Account Name: Doug Hiserodt

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Prescott

CBR:

State: AZ Zip: 86302

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For Assignment

Contact Phone: [REDACTED]

Nature of Complaint:

\*\*\*\*\* E-013345A-08-0172 \*\*\*\*\*

Customer sent the following -

In this economy I can't afford to pay my bill now - HOW ABOUT A RATE CUT!!  
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Customer comments entered for the record and filed with Docket Control.  
\*End of Comments\*

RECEIVED  
2009 AUG 14 A 10:40  
AZ CORP COMMISSION  
DOCKET CONTROL

Date Completed: 8/13/2009

Opinion No. 2009 - 81171

Arizona Corporation Commission  
DOCKETED

AUG 14 2009

DOCKETED BY [Signature]

**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2009 - 81154**Date:** 8/13/2009**Complaint Description:**      08A   Rate Case Items - Opposed  
N/A   Not Applicable**First:****Last:****Complaint By:****Lee****Arnon****Account Name:**

Lee Arnon

**Home:** (928) 000-0000**Street:**

n/a

**Work:****City:**

n/a

**CBR:** [REDACTED]**State:**

AZ

**Zip:** 00000**is:****Utility Company:****Arizona Public Service Company****Division:**

Electric

**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

From: Arnon, Lee [REDACTED]  
Sent: Wednesday, August 12, 2009 3:23 PM  
To: Utilities Div - Mailbox  
Subject: APS base rate increase

AzCC,

I am against the APS base rate increase request. APS has a very poor track record regarding the operations and maintenance of their facilities. This includes not only the problems that we, the general public, are aware of at the Palo Verde Nuclear Power Plant, but the generally derelict condition of power transmission facilities valley-wide.

I am a resident of north Phoenix and the condition of the existing power poles and lines is blighting my neighborhood and oppressing property values.

I believe the Arizona Corporation Commission is responsible for the oversight of these large utility corporations and should NOT approve any rate increase until the APS corporation has a long range plan in place for the ongoing maintenance of their power generation and transmission facilities including a mandate for replacement and a standard for underground conversion of facilities in or near our mountain preserves.

Thanks for your consideration,

Lee Arnon

Lee Arnon  
CDM | consulting · engineering · construction · operations

ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Phoenix, Arizona 85254

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

\*End of Comments\*

Date Completed: 8/13/2009

Opinion No. 2009 - 81154

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2009 - 81154**Date:** 8/13/2009**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:**

Lee

Arnon

**Account Name:**

Lee Arnon

**Home:** (928) 000-0000**Street:**

n/a

**Work:****City:**

n/a

**CBR:** [REDACTED]**State:**

AZ

**Zip:** 00000**is:****Utility Company.**

Arizona Public Service Company

**Division:**

Electric

**Contact Name:**

[REDACTED]

**Contact Phone:**

[REDACTED]

**Nature of Complaint:**

From: Arnon, Lee [REDACTED]  
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Thanks for your consideration,

Lee Arnon

Lee Arnon  
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ARIZONA CORPORATION COMMISSION  
UTILITY COMPLAINT FORM

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Phoenix, Arizona 85254

\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Opinion docketed.

\*End of Comments\*

Date Completed: 8/13/2009

Opinion No. 2009 - 81154

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**ARIZONA CORPORATION COMMISSION**  
**UTILITY COMPLAINT FORM**

**Investigator:** Brad Morton**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion**      **No.** 2009 - 81153**Date:** 8/13/2009**Complaint Description:**      08A Rate Case Items - Opposed  
N/A Not Applicable**First:****Last:****Complaint By:**      **John****Johnson****Account Name:** John Johnson**Home:** (928) 000-0000**Street:** n/a**Work:****City:** n/a**CBR:****State:** AZ      **Zip:** 00000**is:****Utility Company:** Arizona Public Service Company**Division:** Electric**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

From: John Johnson [REDACTED]  
Subject: Ref: Docket No. E-01345A-08-0172  
To: slwallig3@yahoo.com  
Date: Wednesday, August 12, 2009, 1:13 AM

I am a customer of APS and I deeply regret having to be so. This is the beginning of the 8th month of 2009 and already they have requested 2 rate increases. Each time APS requests a raise, the are given one. Perhaps it may not be as large a raise, but that only means there will soon be another request and this will continue until the total raise is what APS is what APS originally requested. If not, there will soon be another request and another and another until you give APS what they want.

I am a disabled Vietnam veteran and cannot afford electricity in the heat of the summer and so I try to turn it off as much as possible. In the winter I use my fireplace for heat and candles for light and even then its still cool and dime here. I guess I should cosider myself lucky that the house hasn't caught on fire.

I'm very aware that APS is trying to pull the wool over your eyes by asking for a lot more money than you will provide them because they know that in a few more months they can come crying to you for more and on and one and one until they get the amount they had requested initially.

I hope that you realize that times are extremely difficult right now and there are a lot more people like myself who are living hand to mouth.

With this recession, neither myself nor most of my neighbors can afford these large rate increases, I hope you take this into consideration before you volte on this ridiculous rate increase and cause us all to give up more to APS than they deserve. Thankyou for your help.

Sincerely,

# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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J.A. Johnson  
\*End of Complaint\*

### Utilities' Response:

### Investigator's Comments and Disposition:

Opinion docketed.  
\*End of Comments\*

Date Completed: 8/13/2009

Opinion No. 2009 - 81153

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